

ABSTRACT OF THE DISCLOSURE

- 5 A method is provided of establishing network communication later in time between a first endpoint entity accessing an information resource over a network and a second endpoint entity, such as a customer service representative system, associated with that resource. The method uses a service system that can set up a communication session and join endpoint systems to the session to enable them to communicate with each other the network.
- 10 According to the method, upon the first endpoint entity indicating that it wishes to communicate with a second endpoint entity in the future, the service system generates and stores a session identifier for a communication session to be used in the future and passes a copy of the identifier over the network to the first endpoint entity. Subsequently, the first endpoint entity passes back the session identifier to the service system which, on matching
- 15 the received identifier with the stored session identifier, joins the first endpoint entity into a communication session with the second endpoint entity. In a preferred embodiment, the session identifier is automatically stored at the first endpoint entity in association with a book-marked rendezvous web page served by the service system, subsequent recall of this page returning the session identifier to the service system.

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(Fig. 20)